



Inappropriate and/or abusive callers

Script & Guidance for Dynamics

This process should be followed on any call where SU is either being Verbally Abuse/Disrespectful or the nature of the conversation involves Racial comments/discussions or Sexual comments/discussions.

Please use the below warning script immediately as we have Zero tolerance towards such behaviour:

“I need to let you know that we are here to assist people who need emotional or practical support; however, this type of conversations is not appropriate for this line. If you continue to talk about this, I will need to end the call, and this could result in your access to the service being suspended.”

If the SU continues to talk on inappropriate topics (this is in reference to the same call) the following warning script should be used:

“As I’ve said, I’m sorry but this conversation is not appropriate for this line. I now need to end this call. Goodbye” and hang up the call.

Please **start the summary notes by mentioning “Warning Given”** and mention some **key words from your conversation** and **let the Supervisor know** about the case, who will then inform OST and we will take the necessary approvals to have the access suspended.

